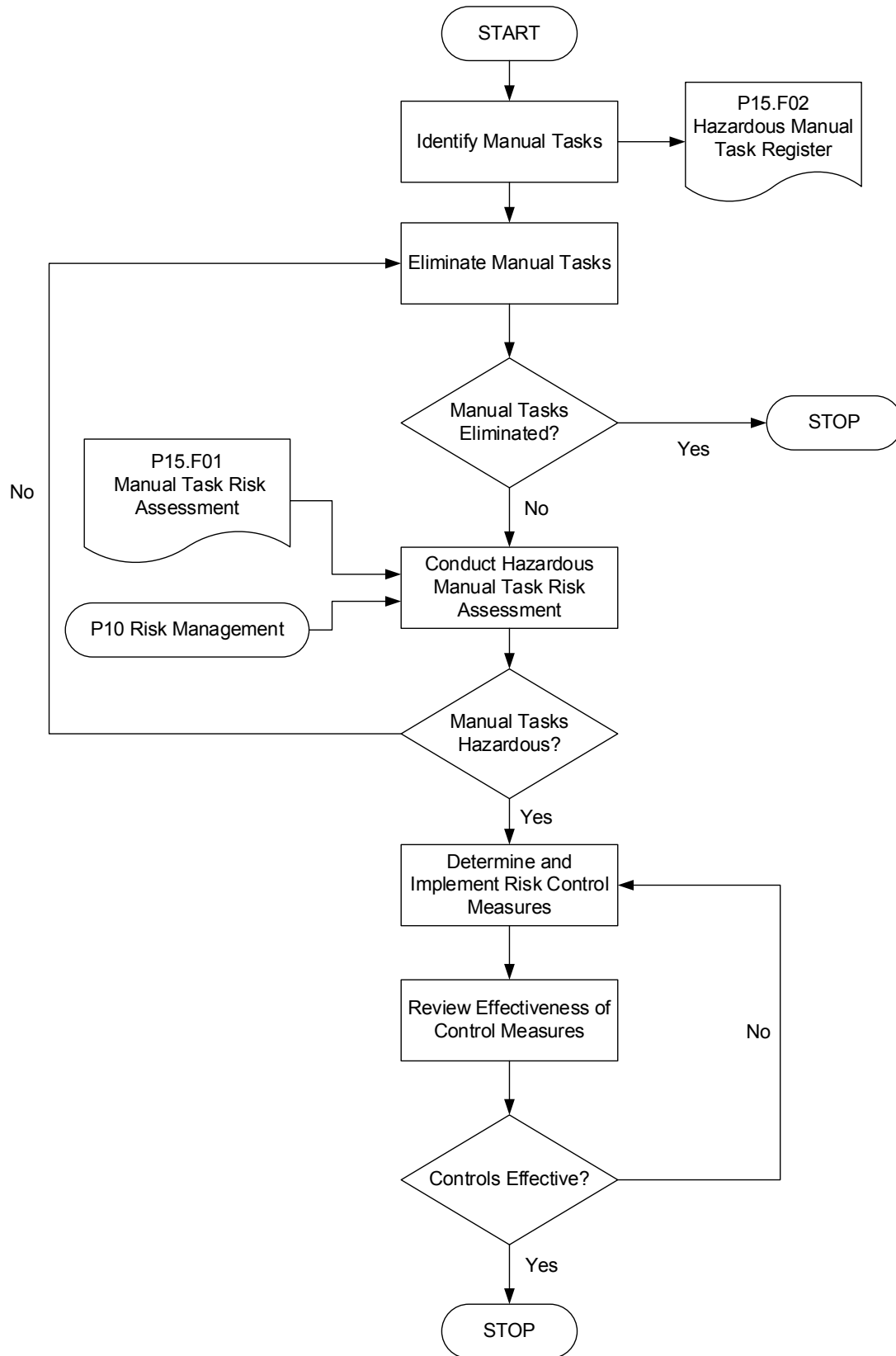


HAZARDOUS MANUAL TASKS

1.0 SUMMARY / FLOWCHART



2.0 RESPONSIBILITY

Organisational Level	WHS Responsibilities
Level 1 (<i>General Manager, Group Directors</i>)	Provide adequate financial, physical and human resources to ensure that the requirements of this procedure are effectively implemented.
	Establish processes to verify that hazardous manual tasks have been identified, registered, and control measures implemented in line with this procedure.
Level 2 (<i>Section Manager, Unit Manager / Unit Co-ordinator, Project Manager</i>)	Effectively implement the requirements of this procedure in their area.
Level 3 (<i>Coordinator within a Unit, Team Leader, Supervisor, Ganger or Leading Hand or Operator</i>)	Ensure that all hazardous manual tasks have been identified, registered, and that any required control measures have been established, implemented and monitored.
	Ensure that all workers undertaking hazardous manual tasks are suitably trained and competent to complete the task safely and without injury.
	Ensure that all mechanical aids provided to reduce manual task related risks are inspected when required, maintained as scheduled and that these inspections and maintenance activities are undertaken by competent workers and that all identified discrepancies are corrected or equipment replaced.
	Ensure that mechanical aids are used for tasks for which they were designed and that they are operated within the normal limits.
	Ensure that records required by this procedure are made and maintained in accordance with the requirements of P04 Document Control and Safety Records.
	Monitor worker compliance with established procedures and take action to correct non-compliance, when required.
Level 4 (<i>Team Member, Operator Attendant, Trainee, Apprentice</i>)	Report manual handling hazards or incidents occurring as a result of manual handling to a Supervisor, Manager, member of the WHS Committee, or a member of the WHS and Risk Unit.
	Use mechanical aids, provided to control risks arising from hazardous manual tasks, such as mechanical lifting aids, in a safe manner and in accordance with the information, training and instruction provided.

	<p>Follow systems of work, reasonable instructions, and training provided by SCC to ensure that the risk of musculoskeletal disorders is as low reasonably practicable.</p>
	<p>Co-operate with SCC regarding WHS matters, including taking part in identifying hazards arising from manual tasks, and the assessment and control of WHS risk associated with these hazards.</p>
<p>Level 5 (Volunteer, Contractor, Other)</p>	<p>Report manual handling hazards or incidents occurring as a result of manual handling to a Supervisor, Manager, member of the WHS Committee, or a member of the WHS and Risk Unit.</p>
	<p>Use mechanical aids, provided to control risks arising from hazardous manual tasks, such as mechanical lifting aids, in a safe manner and in accordance with the information, training and instruction provided.</p>
	<p>Follow systems of work, reasonable instructions, and training provided by SCC to ensure that the risk of musculoskeletal disorders is as low reasonably practicable.</p>
	<p>Co-operate with SCC regarding WHS matters, including taking part in identifying hazards arising from manual tasks, and the assessment and control of WHS risk associated with these hazards.</p>

3.0 PURPOSE & SCOPE

3.1 PURPOSE

- 3.1.1 This procedure aims to reduce the incidence of work-related manual handling injuries through the implementation of processes for the identification of hazardous manual tasks and the implementation of control measures to eliminate or minimise the WHS risks associated with these tasks.

3.2 SCOPE

- 3.2.1 This procedure applies to all of Shoalhaven City Council (SCC) workplaces where hazardous manual tasks are undertaken by workers.

4.0 PROCEDURE

4.1 OVERVIEW

- 4.1.1 SCC will manage the risks associated with manual tasks utilising a systematic risk management approach as outlined in P10 Risk

Management. In the instance of hazardous manual tasks this involves the processes of:

- 4.1.1.1 identifying manual tasks that are hazardous
- 4.1.1.2 assessing the risks of musculoskeletal disorders (MSD's) resulting from these hazardous manual tasks
- 4.1.1.3 determining and implementing suitable risk control measures
- 4.1.1.4 monitoring and reviewing the effectiveness of control measures.

4.2 DUTIES OF DESIGNERS, MANUFACTURERS, IMPORTERS AND SUPPLIERS OF PLANT OR STRUCTURES

- 4.2.1 If SCC designs an item of plant or a structure it will ensure the features of the plant or structure are designed to eliminate or minimise the need for any hazardous manual tasks to be carried out, and provide adequate information about those risk control features.
- 4.2.2 Workspaces, plant and equipment should be designed to:
 - 4.2.2.1 minimise the lifting and lowering forces exerted;
 - 4.2.2.2 avoid the need for bending, twisting and reaching movements; and
 - 4.2.2.3 reduce pushing, pulling, carrying and holding.
- 4.2.3 Aspects to consider at the design stage include:
 - 4.2.3.1 size, surface characteristics, stability and weight of objects;
 - 4.2.3.2 vertical and horizontal movements involved;
 - 4.2.3.3 workplace layout and general environment;
 - 4.2.3.4 work postures and space requirements; and
 - 4.2.3.5 all stages of the process, for example transportation, reception, handling, storage and distribution.
- 4.2.4 If SCC imports an item of plant, all reasonable steps will be taken to obtain WHS information from the designer or manufacturer of the plant and will make this information available to users.
- 4.2.5 If SCC supplies an item of plant or a structure it will take all reasonable steps to obtain the information from the designer, manufacturer or importer, and to provide this information to the purchaser.

4.3 IDENTIFICATION OF HAZARDOUS MANUAL TASKS

- 4.3.1 SCC will identify hazardous manual tasks via the following processes:
 - 4.3.1.1 Consultation
 - 4.3.1.2 Review and analysis of injury data and other available information
 - 4.3.1.3 Observations of manual tasks
 - 4.3.1.4 Completion of Hazardous Manual Task Assessments.
- 4.3.2 Consultation
 - 4.3.2.1 SCC will consult workers or their representatives to identify hazardous manual tasks. Workers performing manual tasks are best placed to identify hazardous manual task and provide information regarding discomfort or pain alerting them of a potential hazard.
 - 4.3.2.2 Consultation with workers will occur especially when:
 - a) new tasks are introduced or existing tasks are changed
 - b) new equipment is being trialed
 - c) the workplace is under refurbishment, renovation or redesign
 - d) work is being carried out / conducted in a new environment.
 - 4.3.2.3 Consultation will take place as follows:
 - a) WHS Committee meetings
 - b) tool box talks with written minutes
 - c) staff meetings with written minutes
 - d) memos, and
 - e) emails.
- 4.3.3 Review and analysis of injury data and other available information
 - 4.3.3.1 SCC will review and analyse injury data and other available information to identify tasks that may present hazards to workers.
 - 4.3.3.2 Other available information, includes, but is not limited to, the following:
 - a) Legislative requirements including relevant Acts, Regulations, Codes of Practice, and Australian Standards.
 - b) Hazard Reports, particularly those reporting hazards involving manual tasks.
 - c) Operating Manuals or Instructions for items of plant and equipment.
 - d) Task Risk Assessments.
 - e) Safe Work Instructions.

- 4.3.3.3 By reviewing information, trends that are occurring in the work place may be identified. For example, trends may show that workers in a particular location are exposed to more hazardous manual tasks than in other areas and this could indicate an issue with the design and/or layout of that work area or the way work is carried out there.
- 4.3.4 Observations of manual tasks
 - 4.3.4.1 Hazardous manual tasks can also be identified by looking at how people actually work and focusing on their postures and movements.
 - 4.3.4.2 It is important when workers are performing their duties that they keep a look out for:
 - a) any changes that have resulted in new manual tasks or a changed environment
 - b) tasks involving tools, machinery or equipment that do not work properly or are difficult to use, and
 - c) if workers have made improvisations to tasks to avoid discomfort (such as stacking mats or flattened cartons to stand on).
 - 4.3.4.3 This will ensure that if any new risks or hazards arise, workers can be consulted and control measures can be put into place.
- 4.3.5 Hazardous Manual Task Register
 - 4.3.5.1 SCC WHS Risk Unit will maintain the Hazardous Manual Task Register.
 - 4.3.5.2 This register will record the hazardous manual tasks identified, the area within SCC, the control measures implemented, the “residual risk” of the task, and any additional control measures to be implemented.

4.4 RISK ASSESSMENT

- 4.4.1 Sources of risk
 - 4.4.1.1 When assessing the risks of the hazardous manual task it is important that the source of the risk is identified and examined.
 - 4.4.1.2 The sources of risk include:
 - a) The work area design and layout
 - b) The nature, size, weight or number of things handled in performing the manual task
 - c) The systems of work
 - d) The environment in which the manual task is performed.
 - 4.4.1.3 Work area, design and layout

- a) The work area, design and layout includes the furniture, fitting and the equipment used by workers to perform the manual task. How the different elements are positioned and its interaction with workers will greatly influence and impact manual tasks for workers and affect the working postures.
- 4.4.1.4 Nature, size, weight, or number of things handled
- a) The size, weight and nature of a load can be seen as a source of risk. This is because of the amount of muscular effort needed to handle the item/task as it requires a greater force. For example;
- b) The size, shape and weight of the load may be too large and bulky for a worker to hold close to the body or places uneven forces on the spine.
- c) Unstable loads
- d) Items that are difficult to grip
- e) Loads that move suddenly
- f) Handling people and animals
- 4.4.1.5 Systems of work
- a) Systems of work, or the way work is organised, influence the physical and mental demands that a manual task places on a worker. Examples of the sources of risk include:
- i. time constraints
 - ii. pace and flow of work across the working day or shift
 - iii. ability for workers to influence workload or work methods and changes in the workplace
 - iv. the level of resources and guidance
 - v. consultation processes
 - vi. work roles and performance requirements or processes for dealing with conflicts
 - vii. staffing levels, skill mix and shift arrangements
- 4.4.1.6 Workplace environment
- a) Workplace environments contribute to the risk of a hazardous manual task. The different workplace environments include cold or humid environments, high temperatures, wind, slippery / uneven surfaces, obstructions or lighting.
- 4.4.2 Manual Task Risk Assessment Form
- 4.4.2.1 SCC requires workers to use P15.F01 Manual Task Risk Assessment Form to assess the risks, workers need to use this form for any manual tasks that are identified as hazardous manual tasks, if the tasks / equipment are

- being introduced to the workplace or if the existing task has been modified.
- 4.4.2.2 The purpose of the P15.F01 Manual Task Risk Assessment Form is to assist in determining:
- a) Which postures, movements and forces of the task pose a risk
 - b) Where during the task they pose a risk
 - c) Why are they occurring
 - d) What needs to be fixed.
- 4.4.2.3 When completing P15.F01 Manual Task Risk Assessment Form it is important that it is identified who is participating in the risk assessment by including those workers who perform the task, a WHS representative and management who have control over how the task is done.
- 4.4.2.4 If workers carry out similar hazardous manual tasks, you may assess these tasks together as a group instead of assessing each task individually. However, you should only do a group risk assessment if all the tasks are sufficiently similar and do not expose a worker to a different risk than if individual assessments were carried out.

4.5 CONTROLLING THE RISK

- 4.5.1 Control measures should be aimed at eliminating or minimising the frequency, magnitude and duration of movements, forces and postures by changing the source of risk: the work area, tool, load, environment, method of handling and/or the way work is organised. Please refer to P10 Risk Management for further information.
- 4.5.2 Examples of how manual handling risks can be controlled through the hierarchy of control include:

Hierarchy of control		Examples of control measures
Level 1	Elimination	<ul style="list-style-type: none"> • Automate the manual task (such as using remote controls) • Deliver goods directly to the point of use to eliminate multiple handling.
Level 2	Substitution	<ul style="list-style-type: none"> • Replace heavy items with those that are lighter, smaller and/or easier to handle • Replace hand tools with power tools to reduce the level of force required to do the task
	Isolation	<ul style="list-style-type: none"> • Isolate vibrating machinery from the user, for example by providing fully independent seating on mobile plant
	Engineering	<ul style="list-style-type: none"> • Use mechanical lifting aids • Provide workstations that are height

		adjustable
Level 3	Administrative	<ul style="list-style-type: none"> • Rotate workers between different tasks • Train workers to use control measures implemented when carrying out normal tasks • Regular rest breaks • Team lifting or handling
	Personal protective equipment	<ul style="list-style-type: none"> • Heat resistant gloves for handling hot items • Shock absorbent shoes for work on hard concrete floors

4.5.3 Elimination and minimisation of the sources of risk

4.5.3.1 Purchasing equipment to eliminate or minimise the risk in accordance with P05 Procurement of Goods Procedure.

4.5.4 Changing the design of the Work area, design and layout

4.5.4.1 The layout and design of a workers work area is an important factor when wanting to control manual handling risks within the workplace. Control measures include looking at the workers workstation, working heights, working position and the workspace that the work is being carried out.

4.5.4.2 Workstations should be designed for workers to conduct their work in an upright position with their shoulders in a natural position (not elevated) and upper arms close to the trunk most of the time without large reaches to perform the task. Workstations / work surfaces should be easily adjustable to suit the range of workers as well as the tasks that are performed.

4.5.4.3 Tasks with high visual demands should be performed above elbow height and work surfaces may need to be tilted. Tasks where the hands make a narrow range of movements and can rest on the work surface should be performed at, or just above, elbow height. A sloping surface may reduce the amount of neck flexion required to perform desk-based tasks, such as drafting.

4.5.4.4 Where tasks are being performed it is vital that items are placed:

- a) in front of the worker between waist and shoulder height
- b) close to the midline of workers and orientated towards the worker
- c) on the worker's preferred side
- d) positioned within comfortable reaching distance
- e) positioned to avoid double handling and to avoid moving loads manually over long distances.

4.5.4.5 Light manipulative tasks or tasks involving the use of a keyboard for example, should be performed at just below

elbow height. Displays and controls should be positioned to encourage comfortable head and neck postures, comfortable hand and arm reach and efficient use. You should:

- a) place frequently used displays and controls, including keyboards and other input devices directly in front of the worker
- b) position controls at comfortable elbow height
- c) select electronic or foot controls rather than hand controls if high force is required
- d) place pedals so that workers can operate them from a comfortable seated position.

4.5.4.6 It is important that a workers position is considered when performing tasks. Workers should not remain in a seated, standing or otherwise static posture for prolonged periods. It is important for those seated tasks that the seating has the following features:

- a) adjustable seat height and angle
- b) a contoured backrest with a lumbar curve except those where the backrest would interfere with the actions to be performed
- c) a swivel action to prevent the worker from twisting to reach workstation components
- d) rounded seat edges
- e) a five-point base with casters to allow movement on carpet, and gliders fitted to the base for low-resistance flooring, where access to work items located beyond normal reach is required
- f) a footrest or foot ring fitted on drafting or higher chairs to support the feet.

4.5.4.7 Work areas should have enough space to accommodate the number of workers and other people involved in the task, any equipment that might be required and space to operate the equipment safely.

4.5.5 Consider the Nature, size, weight, or number of things handled

4.5.5.1 Pushing loads is preferable to pulling because it involves less work by the muscles of the lower back, allows maximum use of body weight, less awkward postures and generally allows workers to adopt a forward facing posture, providing better vision in the direction of travel. Reducing the effort required to start the load in motion can be conducted by utilising mechanical aids.

4.5.6 Use of mechanical aids

4.5.6.1 When identifying a risk associated with manual handling, one of the control measures considered may be the use

of mechanical aids. Mechanical aids may eliminate or reduce the need for workers to lift, carry or support items, animals or people. Depending on the nature of the tasks conducted there are various mechanical aids which workers can utilise that include, but not limited to; trolleys, forklifts, cranes and “dumb waiter”.

4.5.6.2 Mechanical Aids should be:

- a) designed to suit the load and the work being done
- b) as light as their function will allow
- c) adjustable to accommodate a range of users
- d) easy to use
- e) suited to the environment in which the task is performed
- f) located close to the work area so they are readily available but do not cause an obstruction
- g) supported by a maintenance program to ensure they are safe and that the required effort to use them is kept at the lowest possible level
- h) introduced with suitable instruction and training in their use.

4.6 CONTROL MEASURES

4.6.1 If a manual handling hazard has been identified it is important that workers report the hazard to their supervisor/manager.

4.6.2 Once control measures have been implemented, and in order to ensure that the process was undertaken properly and that the control measures are monitored so that they remain effective, we need to ensure that the control measures are and remain fit for purpose, and suitable for the nature and duration of the work, and installed, set up and used correctly.

4.7 TRAINING

4.7.1 SCC will provide manual handling training for all workers, with specific, targeted training provided for workers undertaking hazardous manual tasks.

4.7.2 Training will include instruction around the effects of hazardous manual tasks, the nature and causes of musculoskeletal disorders, the reasons behind the control measures, and the use of mechanical aids.

4.7.2.1 Workers will undergo manual handling training in accordance with P09 Safety Training.

4.7.2.2 Training in safe manual tasking will be provided in the following circumstances:

- i) as part of a worker’s induction training when a worker first commences employment with SCC.
- j) workers are required to carry out, supervise or manage hazardous manual tasks
- k) in-house designers, engineers and officers responsible for the selection and maintenance of plant and/or the design and organisation of the job/task
- l) a worker is inducted into a job which involves manual tasks;
- m) a new manual task is introduced;
- n) a manual task is redesigned; or
- o) new equipment that requires manual tasking is introduced.

4.7.2.3 The training should include information on:

- p) manual task risk management, including the common issues of hazardous manual tasks
- q) specific manual task risks and the measures in place to control them
- r) how to perform manual tasks safely, including the use of mechanical aids, tools, equipment and safe work procedures
- s) how to report an issue or maintenance needs.

4.8 RECORDS

4.8.1 Keeping records of hazard identification, risk assessment and risk control processes is important for maximising effectiveness of the process by keeping track of what has been done and/or is planned.

4.8.2 Records will be maintained in accordance with the requirements specified within P04 Document Control and Safety Records.

4.9 REVIEW AND EVALUATION

4.9.1 This procedure will be reviewed and updated every (three) 3 years or more often as necessary to ensure relevance and compliance to WHS management system requirements.

4.9.2 Review may be carried out at any stage following integration with the core business activities, and can take many forms such as:

4.9.2.1 A review following hazard inspections;

4.9.2.2 During audit of a particular service group, branch or unit, e.g. manual task assessments / compliance audits;

4.9.2.3 As a feedback mechanism from workers following training;

4.9.2.4 Following an investigation into an injury or incident;

- 4.9.2.5 Change in legislative requirements; and
- 4.9.2.6 Changes in task or process due to enhancements, improvements or modifications.

5.0 REFERENCES & ASSOCIATED DOCUMENTS

- 5.1** Work Health and Safety Act 2011
- 5.2** Work Health and Safety Regulation 2017
- 5.3** How to manage work WHS risks: Code of practice 2011
- 5.4** Hazardous manual tasks: Code of practice 2016
- 5.5** National Standard for Manual Tasks 2007
- 5.6** P04 Document Control and Safety Records
- 5.7** P09 Safety Training
- 5.8** P10 Risk Management
- 5.9** P20 Inspection, Testing, Monitoring and Health Surveillance
- 5.10** P15.F01 Manual Task Risk Assessment Form

APPENDIX 1 DEFINITIONS

Competent Person	Means a person who has acquired through training, qualification, or experience, or a combination of these, the knowledge and skills enabling that person to perform the specified tasks.
Hazardous Manual Tasks	<p>A hazardous manual task as per the Work Health & Safety Regulations means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing involving one or more of the following:</p> <ul style="list-style-type: none"> • repetitive or sustained force • high or sudden force • repetitive movement • sustained or awkward posture • exposure to vibration.
Manual Tasks	A task comprised wholly or partly by any activity requiring a person to use his or her musculoskeletal system in performing work and can include the use of force for lifting, lowering, pushing, pulling, carrying or otherwise moving, holding or restraining any person, animal or item.
Musculoskeletal Disorder (MSD)	<p>A musculoskeletal disorder (MSD), as defined in the WHS Regulations, means an injury to, or a disease of, the musculoskeletal system, whether occurring suddenly or over time. It does not include an injury caused by crushing, entrapment (such as fractures and dislocations) or cutting resulting from the mechanical operation of plant.</p> <p>MSD may include conditions such as:</p> <ul style="list-style-type: none"> • sprains and strains of muscles, ligaments and tendons • back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones • joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet • nerve injuries or compression (e.g. carpal tunnel syndrome) • muscular and vascular disorders as a result of hand-arm vibration • soft tissue hernias • chronic pain.